

CONSOLIDATED INFORMATION TECHNOLOGY SERVICES TASK ASSIGNMENT (TA)

1. **TITLE:** (B702) BUSINESS AND ADMINISTRATIVE CUSTOMER SUPPORT

TA No: SLB002-Rev10

Task Area Monitor: Alternate Task Area Monitor:

NASA POC: Software Control Class: Low Control

Type of Task: Recurring Task

2. **BACKGROUND**

Business and administrative computing includes financial, human resources, asset, procurement, security, work order control, and logistics management. The legacy application environment consists of a Central Business and Administrative Computing Complex (CBACC). Users connect from their individual workstations via network connections. Applications software runs on central mainframes (host based applications) located at the NASA Automated Data Processing (ADP) Consolidation Center (NACC) at Marshall Space Flight Center (MSFC) in Huntsville, Alabama, and on distributed computers located either in the CBACC or remotely (distributed applications). The LaRC business and administrative applications software portfolio consists of both Agency standard systems (host based), developed under the NASA Automated Information Management (AIM) Program, and unique LaRC applications (both host based and distributed) developed and maintained by LaRC. The AIM Program will be phased out as functional applications are replaced according to the NASA Enterprise Financial Management Program (IEMP) plan for combining core financial applications, human resource applications, and several specific business applications at the Marshall Space Flight Center.

The NASA Enterprise Financial Management Program (IEMP) will implement numerous business applications and can request support under this task or a separate task as the implementation is complete.

Other business applications or customers requiring help desk support can be supported under this task by submitting a set of requirements to be reviewed by the Task Area Manager. An estimate will be provided by the contractor and a determination will be made about the source of funding for that support. This task would be modified to include the revised requirements once agreement has been reached about source of funding, services to be provided, and required service level and metrics. Funding must be provided prior to commencing support for the additional requirements.

Business and administrative customers report problems that are recorded for tracking and reporting purposes. Assistance can be provided at differing tier levels depending on the complexity of the problem, the skill level of the person responding to the call and the funding available to support the request.

3. OBJECTIVE

This task provides the following:

Help desk for business and administrative systems and applications supported by ConITS.

Help desk for IEMP modules that are in production. This is as directed and agreed to by the TAM for this task and the Langley IEMP Project Office.

Technical support to LaRC's ITPOC for the IEMP modules that are in production.

Security Administration for the IEMP modules that are in production

Note: Help desk, ITPOC and Security Administration support for new applications, existing applications during major upgrade/update periods or applications in an implementation cycle can be provided and will be estimated. A determination of the source of funding, Customer or OCIO, will be made at that time. This additional support is not part of the initial estimate for the performance period of this task.

4. GENERAL IT SUPPORT SERVICES

Services Specified Through Exhibit A:

Customer Support and IT Consultation and Training:

a) Customer Support: The contractor shall provide customer support as described and measured in this task, SLB002, Business and Administrative Customer Support.

b) IT Consultations: The contractor shall provide the customer up to 8 hours of consultation during the period of performance to discuss possible system enhancements or problems. Consults exceeding this 8-hour limit shall require approval of the TAM.

c) Training: Requests for any formal training to the customer must be approved by the TAM. Funding support for that requirement will be addressed at that time.

Exceptions and Additional Requirements:

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The Contractor shall track all customer requests and report time and cost statistics by three-letter organization code. Status of customer requests shall be available via the online tracking system to the COR and his designees.

The Contractor shall establish a formal service level agreement with the ODIN contractor to coordinate assignment, tracking, and resolution of ODIN Service Desk calls pertaining to business and administrative systems and applications supported by ConITS.

The Contractor shall establish a working knowledge with the IEMP projects in order to provide support as requested. Funding for training to prepare to support new work or major

system enhancements can be estimated. A determination of the source of funding, Customer or OCIO, will be made at that time. This additional training to prepare to provide support is not part of the initial estimate for the performance period of this task.

Additional requirements include:

For systems that are covered under vendor or third-party hardware or software maintenance contracts, the Contractor shall obtain quotes for replacement parts or upgrades and provide them to the LaRC point of contact for procurement.

The Contractor shall assist the Government in coordination of construction of new computer facilities and relocation of computer equipment. An estimate of the resources required to support those activities during any new construction, major relocation or upgrade effort must be provided to the TAM for review and approval.

Computer systems will be set up to operate 24 hours a day, seven (7) days a week. Normal business hours for customer support are Monday thru Friday 7a.m. to 5p.m. EDT, with a return to service during normal business hours of less than four (4) hours. Return to service with three (3) day advance notification of a requirement to have a system operational will be less than four (4) hours. Return to service during non-business hours and without advance notification of a requirement to have a system operational will be less than eight (8) hours, four(4) hours if the support request during non-business hours requires the system operational by normal business hours or requires the completion of production work processing.

General IT Support Services Performance Metrics

Performance Standard: Resolve requests for help within 2 hours. Reset customer passwords within 30 minutes of request. Customer requests are tracked and appropriate expert advice is sought when needed. Appropriate and correct advice is given

Performance Metrics:

Exceeds: "Meets" and customers rate service as very good to excellent. Password resets occur 90% of the time in under 15 minutes of the request.

Meets: Resolution of requests for help is given within 2 hours. Passwords are reset within 30 minutes. Customer requests are tracked and appropriate expert advice is sought when needed. Customers rate service as satisfactory or better.

Fails: Customers rate service as unsatisfactory

Performance Standard: Deliverables are accurate and meet project requirements and acceptance criteria.

Performance Metrics:

Exceeds: All deliverables are accurate and meet the requirements and acceptance criteria defined per deliverable.

Meets: 90% of deliverables are accurate and meet the requirements and acceptance criteria. Only minor deficiencies are found that are readily correctable within the development schedule.

Fails: Deficiencies are found that will result in schedule delays to correct.

Performance Standard: Response to requests from the Help Desk is given within two hours. Customer requests are tracked and appropriate expert advice is sought when needed. Appropriate and correct advice is given.

Performance Metrics:

- Exceeds: Resolves request within 2 hours and customers rating is very good to excellent.
- Meets: Response to requests for help is given within two hours. Customer requests are tracked and appropriate expert advice is sought when needed. Customers rate service as satisfactory or better.
- Fails: Customers rate service as unsatisfactory.

Performance Standard: Consultation meets customer needs. Required reports are accurate and complete.

Performance Metrics:

- Exceeds: Consultation and reports go beyond customer needs and are considered expert.
- Meets: Consultation and reports address requirements adequately.
- Fails: Any of the requirements are not met.

Performance Standard: Deliverables are submitted in a timely manner.

Performance Metrics:

- Exceeds: All deliverables are complete and 90% are delivered in advance of the due date.
- Meets: All deliverables are complete and delivered on the due date.
- Fails: At least one deliverable is not complete, or delivered on the due date.

5. SYSTEM AND APPLICATION DEVELOPMENT SERVICES

None required.

6. WORK-AREA SPECIFIC SERVICES

Work Area Title: Customer Support, Consultation, and Training

LaRC Manager:

Work Area Description: The contractor shall provide to the Center IT and related consultative and customer support services. These services are delivered via ConITS/the Center's Business and IT Administrative Customer Support Help Desk. Consultative services are defined as IT requirements clarification, guidance on the use of new web technologies, guidance including password reset on business applications, and policy guidance. Customer support is defined as responses to customer requests for help using business and administrative information technologies. Typically customer support requests will originate through the ConITS support desk.

Work Area Requirements: The contractor shall not exceed the stated thresholds without written consent of the TAM. 1) Customer Support: 1 hour per customer request, not to

exceed 8 hours for the period of performance of this TA. 2) Consultation: Up to 1 hour of customer consultation per customer request 3) The contractor shall not provide formal training under this TA without the consent of the TAM.

Provide first and second tier Help Desk support to customers who need assistance on the basic use and problem resolution pertaining to business and administrative systems and applications supported by ConITS. Specific activities are:

1. Provide on-site staff coverage for the CONITS help desk during core business hours (0700 to 1700 Monday through Friday).
2. Provide support for IEMP Systems as agreed to by the TAM and the OCFO. This support may include:
 - a. Access issues
 - b. Password Resets
 - c. Resolving Edit Locks
 - d. Group Maintenance
 - e. Functional How-tos
 - f. Printer Issues
 - g. Security Administration
3. Provide support for Legacy Systems and other Business Systems. This support includes:
 - a. Password Resets
 - b. Printer Issues
 - c. Report Issues
 - d. Job Run issues
4. Provide administrative (system, database, application) support for the Help Desk's ticket tracking and reporting tool
5. Provide other support as required for computer areas or processes such as Citrix issues, Macintosh user problems, and Windows PC problems.
6. Coordination with other Support Groups: ODIN (LaRC), VPN Help Desk (MSFC), and the NACC (MSFC).
7. Provide standard monthly reporting such as task status reporting, metrics reporting, and IEMP-specific reporting.
8. Attend LaRC POC, ITPOC, and ConITS Meetings.
9. Perform weekly review of problems with Level 2 Technical and Functional resources.
10. Provide periodic review of existing training tools and OLQRs.
11. Participate in new system rollout training as requested if agreement has been reached on the funding source.
12. Distribute, capture, analyze, and report on Customer Satisfaction Surveys.
13. Create and maintain MOUs for all supported applications.

Mainframe support:

Serve as the LaRC POC for all requests related to user ID/password maintenance for the mainframe and badge & pass systems.

1. Providing computer access to mainframe and badge & pass systems.
2. Performing maintenance on data base (editing for delete of terminated users).
3. Modifying data base during re-organization of org codes.
4. Preparing reports using data from security file.

Work Area Title: IEMP Technical Support

LaRC Manager:

Work Area Description: The contractor shall provide technical support for IEMP modules that are in production. IEMP is an Agency-wide, Headquarters sponsored, program to implement a standard set of business applications throughout the Agency.

Work Area Requirements: Provide technical support to LaRC's ITPOC for the IEMP modules that are in production. This support is centered around three (3) key areas: providing desktop support for users PCs and Macintoshes, providing SAP printer support, and coordinating Agency-level tasks between the IEMP IPO, the LaRC ITPOC organization, other Center s IEMP technical leads, and the IEMP Security Administrator. Typical activities that take place are:

- 1.Additions, Changes, and Deletions of SAP/NACC Designated Printers.
 - 2.Coordination for Remote Printing System "R" number assignment.
 - 3.Coordination with ODIN for IP addressing and printer naming.
 - 4.Resolving IEMP user s printer problems.
 - 5.Maintaining center printer tracking via the User Profile System (UPS).
 - 6.Desktop Support for PC and Macintosh.
 - 7.SAP GUI deployment for Core Financial Mac users.
 - 8.Installation of periodic Patches, Service Packs, and Software Updates.
 - 9.Testing software upgrades before deployment on LaRC desktops.
 - 10.Coordination with ODIN for software push to ODIN supported desktops.
 - 11.Creation of software installation packages for distribution to non-ODIN supported SA s and end-users, which includes application software, installation instructions, and support information.
 - 12.Tracking installation completion and providing completion status to CF Center Business Process Lead, the IEMP IPO, and Center managers.
 - 13.Coordination of software installation with IEMP Security Administration for add/change/delete of CF users.
 - 14.Resolve CF user desktop problems.
 - 15.Coordinate Agency tasks between the IEMP IPO, the ITPOC organization, other center IEMP Technical Leads, and IEMP Security Administration.
 - 16.Ongoing coordination with IEMP IPO, LaRC ITPOC, ODIN and non-ODIN SA, IEMP Security Administration.
 - 17.Attend ITPOC meetings.
 - 18.Interact and coordinate with ODIN.
 - 19.Coordination and communication of IEMP Performance Issues.
 - 20.Prepare technical information and end-user notifications and provide to the IEMP Change Management Team for publication.
- Review and update technical content on the LaRC IEMP Web Site.

Work Area Title: IEMP Security Administration Support

LaRC Manager:

Work Area Description: The contractor shall provide security administration support for IEMP modules that are in production. IEMP is an Agency-wide, Headquarters sponsored, program to implement a standard set of business applications throughout the Agency.

Work Area Requirements: Provide Security Administration Support for the IEMP applications that are in production.

Provide Security Administration for the IEMP modules that are in production. Activities include:

- 1.Maintain the data in the CF Security Admin tool.

2. Security Administrator and Alternate/Backup Security Administrator.
3. Support audits.
4. Process Center User Access Requests and assign/maintain users within the application to defined roles.
5. Perform user ID, password creation and maintenance, including password resets.
6. Maintain record retention and support security audits in accordance with NASA and Center security policies.
7. Produce audit reports in accordance with standard Government regulations at the center level.
8. Produce required security audit reports as required by the Agency Security Administrator.
9. Investigate and log security incidents at the Center level.
10. Assist Agency Security Administrator in security violation findings.
11. Troubleshoot account problems for center users.
12. Act as liaison between end-users and Agency Security Administrator regarding authorization enhancements and/or problems.
13. Assignment of Center Org role, Functional Roles and Print roles.
14. Work in conjunction with the Training Registration Tool administrators to add new users.
15. Perform Citrix User ID and Password maintenance.
16. Maintain Agency roles.
17. Coordinate security audit support process.
18. Support Centers in resolving application security problems.
19. Processing of NF1700 forms for IEM applications.
20. Creating, updating and managing IView portal access is a step required when processing NF1700 forms for all IFM applications.
21. Report the results of all security monitoring to the Competency Center on a monthly basis.
22. SAP R/3 role revalidations quarterly.
23. Provide support for Security Administration
24. Maintenance of Security Administration processes/procedures and checklists.

7. Exhibit A

[Exhibit A](#)

8. SPECIAL SECURITY REQUIREMENTS

None required.

9. SOFTWARE ENGINEERING PROCESS REQUIREMENTS

None required.

10. JOINT REVIEW SCHEDULE

There will be a joint review of the work of this task at meetings to be held monthly, in concert with the Business and Administrative Application Maintenance TA review. Minutes for the meeting and action items shall be distributed to all parties within 7 working days of the meeting. Technical performance, timeliness, cost, and progress in identifying and

implementing areas for improvement will be discussed.

11. PERIOD OF PERFORMANCE

This TA is effective from 02/01/08 to 04/27/09

12. TECHNICAL PERFORMANCE RATING

In evaluating Technical Performance, quality and timeliness shall be rated as follows:

Quality: 50% Timeliness: 50%

13. RESPONSE REQUIREMENTS

This Task Plan shall address the contractor's lead personnel, specific work plans and the associated estimated labor hours, cost and schedule.

14. FUNDING INFORMATION

Funding has not been entered for this TA.

15. MILESTONES

None required.

16. DELIVERABLES

Number	Deliverable Item	Deliverable Schedule
1	Status reports	Monthly - Written status report and summation of previous month's activities Quarterly - identified activities for the upcoming quarter

17. FILE ATTACHMENTS

None.